

## SPACE MANAGEMENT PERFORMANCE METRICS

0. PRD Title: Space Management	Service: Space Management <b>Metric Name:</b> <b>Space Management - Customer Satisfaction Survey</b>
Define the Metric – define each element of quantities being measured	This is the customer service metric referenced in paragraph 4.3 of the Performance Management Plan
Sources of data used to calculate metric's value	N/A. See paragraph 4.3 of the PMP.
If the data currently exists, list where it can be located. If not available, so state.	N/A. See paragraph 4.3 of the PMP.
If the data currently exists, provide the data value by the metric.	N/A. See paragraph 4.3 of the PMP.
If Higher HQ standard, please enter and list source of standard.	N/A. See paragraph 4.3 of the PMP.
Additional Clarifications	N/A. See paragraph 4.3 of the PMP.

## SPACE MANAGEMENT PERFORMANCE METRICS

1. PRD Title: Space Management	Service: Assessing Space Use <b>Metric Name:</b> <b>Space Use - Customer Survey</b>
Define the Metric – define each element of quantities being measured	This metric measures the success of the space management function in assessing facility conditions and validating use where space management actions can improve those conditions. The metric measures the satisfaction rating of the senior leadership in the areas of: scope of survey, detail of research, and overall quality of the analysis. Survey results are compiled monthly to determine success in meeting the metric.
Sources of data used to calculate metric's value	Customer survey form addressing factors discussed above
If the data currently exists, list where it can be located. If not available, so state.	Data on customer satisfaction are not presently collected
If the data currently exists, provide the data value by the metric.	No historical data are kept on the success of this function in assessing space use. Desired Level: Ratings taken from surveys of SUP members rank 90% or more of proposals presented at SUP meetings at a rating of 4.0 on a scale of 1 to 5), compiled on an monthly basis.
If Higher HQ standard, please enter and list source of standard.	None
Additional Clarifications	The survey will be completed by members of the SUP, each proposal for space reallocation being rated with regard to several factors. The factors for each proposal are averaged to provide an overall rating for that proposal. Customer survey forms should have a customer comment section and customer contact information. The scale will be 1-5 5 = Excellent 4 = Good 3 = Satisfactory 2 = Poor 1 = Unsatisfactory

## SPACE MANAGEMENT PERFORMANCE METRICS

2. PRD Title: Space Management	Service: Promotion of Space Management <b>Metric Name:</b> <b>Assets versus Requirements</b>
Define the Metric – define each element of quantities being measured	This metric measures the success of the space management function in appropriately achieving a balance between space required (i.e., authorized) and space assigned (i.e., assets). The metric measures the overall difference between assets and requirements for all categories of facilities. Results are compiled annually for determining success in meeting the metric.
Sources of data used to calculate metric's value	Data will be taken from current records of space assets and calculated requirements.
If the data currently exists, list where it can be located. If not available, so state.	Space assets by category are contained in the Automated Civil Engineer System (ACES). Space requirements are not currently tracked in an automated system, and must be maintained manually.
If the data currently exists, provide the data value by the metric.	Since requirements are not currently maintained in the automated system, historical data are not available. Required Level: Maintain the overall difference between assets and requirements for all categories at twenty percent or less, plus or minus, compiled on an annual basis.
If Higher HQ standard, please enter and list source of standard.	None
Additional Clarifications	None.

## SPACE MANAGEMENT PERFORMANCE METRICS

3. PRD Title: Space Management	Service: Promotion of Space Management <b>Metric Name:</b> <b>Proposal Approvals</b>
Define the Metric – define each element of quantities being measured	This metric measures the success of the space management function in aggressively promoting appropriate utilization of space. The service provider demonstrates this by identifying and preparing successful proposals for space reallocations. The metric measures the total number of proposals approved by the base leadership. Results are compiled annually for determining success in meeting the metric
Sources of data used to calculate metric's value	Data will be taken from minutes of the forums that recommend or approve reallocation actions (primarily the SUP and the Facilities Board).
If the data currently exists, list where it can be located. If not available, so state.	Historical data can be found in the files of 81 CES/CERR or 81 CES/CECB
If the data currently exists, provide the data value by the metric.	During fiscal years 1998 and 1999, six meetings of the SUP were held at which 58 proposals were considered and 22 were closed. Required Level: Maintain the number of proposals considered/accepted comparable to historical rates
If Higher HQ standard, please enter and list source of standard.	None
Additional Clarifications	None.

## SPACE MANAGEMENT PERFORMANCE METRICS

4. PRD Title: Space Management	Service: Presentation of Proposals <b>Metric Name:</b> <b>Proposal Presentation - Customer Survey</b>
Define the Metric – define each element of quantities being measured	This metric measures the success of the space management function in making presentations to the SUP. The metric measures the satisfaction rating of the senior leadership in the areas of: proposal presentation, including their robustness, strength of support, clarity of information and overall quality of proposals. Survey results are compiled annually for determining success in meeting the metric.
Sources of data used to calculate metric's value	Customer survey form addressing factors discussed above
If the data currently exists, list where it can be located. If not available, so state.	Data on customer satisfaction are not presently collected
If the data currently exists, provide the data value by the metric	No historical data are kept on the success of this function in presenting space use presentations. Required level - Ratings taken from surveys of SUP members rank 90% of proposals presented at the SUWG meetings at a rating of 4.0 on scale of 1 to 5), compiled on an annual basis.
If Higher HQ standard, please enter and list source of standard.	None
Additional Clarifications	The survey would be completed by members of the SUP, each proposal for space reallocation being rated with regard to several factors. The factors for each proposal are averaged to provide an overall rating for that proposal. Customer survey forms should have a customer comment section and customer contact information. The scale will be 1-5 5 = Excellent 4 = Good 3 = Satisfactory 2 = Poor 1 = Unsatisfactory

## SPACE MANAGEMENT PERFORMANCE METRICS

5. PRD Title: Space Management	Service: Meeting Promised Dates for Moves <b>Metric Name:</b> <b>Timeliness in Meeting Promised Move Dates</b>
Define the Metric – define each element of quantities being measured	This metric measures the success of the space management function in meeting commitments to have space ready for new occupants and services are ready to begin. The metric measures the number of occasions when an area is ready for use by its new occupant as scheduled in contrast to total number of moves scheduled. Data will be compiled annually for determining success in meeting the metric.
Sources of data used to calculate metric's value	The schedule is determined by joint agreement between the space management function and the SUP.
If the data currently exists, list where it can be located. If not available, so state.	Data on moves approved by the SUP or the Facilities Board can be obtained from 81 CES/CERR and 81 CES/CECB. Historical data on schedules for moves are not maintained.
If the data currently exists, provide the data value by the metric.	No historical data are kept on the success of this function in meeting schedules. Required Level: Unit personnel and equipment are able to relocate into new area(s) as scheduled, and support services are available at time of relocation, 95% of the time, compiled on an annual basis.
If Higher HQ standard, please enter and list source of standard.	None
Additional Clarifications	None